



Department of Administrative Services
 Division of Facilities Construction and Management
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Service Plan

Fiscal Year 2008

This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to Gregg Buxton, Director, at 801-538-3018 or at gbuxton@utah.gov.

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Capital Development Design and Construction Management	a) Architectural Programming, Design and Construction Services			
	To define the purposes and uses of a structure in a preliminary planning phase.	Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Construction costs/square foot below industry standards, in addition to the current version of the DFCM design manual	Internal score boards and balance scorecard surveys Past performance ratings for consultants. Complete work on time and within budget indicates performance of the contractors.
	b) Selecting private sector professionals			
	Architects and their consultants including but not limited to Structural, Mechanical & Electrical Engineers, as well as Inspection/Testing services.	Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Construction costs/square foot below industry standards indicates performance of consultants; standards defined the current version of the DFCM design manual. Contractors meeting contract schedules and fee amounts; designing to meet DFCM standards and applicable code; and providing the best value while keeping project costs within stipulated budget.	Internal score boards and balance scorecard surveys. Past performance ratings for consultants. Complete work on time and within budget indicates performance of the contractors.

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Capital Development Design and Construction Management, continued	c) Awarding Construction bids		
		Utilizes value based selection process to acquire consultants for construction processes and delivery methods	Construction costs/square foot below industry standard along with the guidelines included in the current version of the DFCM design manual. Contractors meeting contract schedules and fee amounts; designing to meet DFCM standards and applicable code; and providing the best value while keeping project costs within stipulated budget.
	d) Conducting Value Engineering		
		Through a system of investigation unnecessary expenditures are avoided, resulting in improved value and economy.	Construction costs/square foot below industry standards. Comparison of costs with construction budget estimate (CBE).
	e) Overseeing the design and construction of the building		
		In the construction of projects, we use design/bid/build, construction management/general contractors(CMGC) and design/build delivery process.	Selection of an established construction delivery system, project management goals and workload. Specific drawing requirements are dictated by the current version of the DFCM design manual.
	f) Testing and Inspection		
		Utilizes value based selection process to acquire consultants for all testing and inspection services.	Qualified Testing and inspection firms are selected through a value based selection process. Past performance reports and rating system. Work on time and within budget indicates performance of the contractors. Timely submission of code required reports. Notification of noncompliance to codes or standards. Contractors staying within contract budget.
	g) Establishing substantial completion date, Punchlist Preparation and Follow-up		
		Construction Management, Project managers establishes schedule and completion processes	Substantial completion by contract date, punchlist completion within 30 days. 1-year warranty inspection reports indicate compliance w/ project schedule. Internal score boards and balance scorecard surveys. Work on time and within budget indicates performance of the contractors.

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1. Capital Development Design and Construction Management, continued	h) Operations & Maintenance Training of Agency Staff			
		Monthly training agenda	Insure participation and understanding. Implementation of standardized documents.	Internal score boards and balance scorecard surveys. Work on time and within budget indicates performance of the contractors.
	h) Monitoring Warranty Period			
		DFCM Project manager continues service through one year warranty period	Warranty issues are managed timely. 1-year warranty inspection conducted by project manager, project architect, and applicable consultants.	Internal score boards and balance scorecard surveys. Work on time and within budget indicates performance of the contractors.
	What are the Costs associated?			
No service fees – Salaries/benefits paid for out of administrative budget				
2. Capital Improvement Design and Construction Management	a) Commissioning Design Consultants			
		Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually.
	b) Value Based Selection of Contractors			
		Utilizes value based selection process to acquire consultants for all Programming design and construction processes and delivery methods	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually.
	c) Multi Step Bidding Process			
		Step 1. Contractors are asked for proof of qualification and proposed approach.	DFCM rating system wherein contractors must maintain a score of a 3.5 or higher on each project to stay qualified, as well as an annual certification.	An unbiased selection committee is selected for all bid processes.
		Step 2. Invitation to bid. Including a notification and project specific information is given to each pre-qualified contractor.	DFCM rating system wherein contractors must maintain a score of a 3.5 or higher on each project to stay qualified, as well as an annual certification.	
d) Management of Construction Delivery				
	Utilizes value based selection process to acquire consultants for construction processes and delivery methods.	Fiscal year projects on time completion.	Monthly interviews with each Project Manger individually.	

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2. Capital Improvement Design and Construction Management, continued	What are the Costs associated?			
	No service fees – Salaries/benefits paid for out of administrative budget			
3. Facilities Maintenance and Management Services	a) Management and Maintenance			
		Delivery of the needed maintenance services through ISF, FTE's and private contracts.	Results of facility audits and customer survey results.	Maintenance costs/square foot below industry standards. Facility audit and customer survey results.
	b) Energy Management			
		Provides energy conservation measures and support for all automated building systems.	Increase energy efficiency in state owned building – 20% by year 2016.	
	What are the Costs associated?			
	DFCM contracts with state agencies and institutions through annual operations and maintenance agreements to provide program funding. Revenue levels are justified and approved through the rate process and collected on a quarterly basis.			
4. Real Estate Services Lease/Purchase/Sell/Bond	a) Leasing and Property Management			
		We manage over 400 leases for 27 state agencies that cover the spectrum of agency needs through direct contact based on issues.	Lease rates at or below current industry rates and customer satisfaction.	Internal score card and customer survey.
	b) Procurement (new) Leased Properties			
		Request for Proposals (RFP) process.	Compliance with procurement code and customer satisfaction.	Internal score card and customer survey.
	c) Renewal and Amendments			
		Direct negotiation with landlords and agency representatives.	Lease rates at or below current industry rates and customer satisfaction.	Internal score card and customer survey.
	d) Property Acquisition and disposal			
		Market search and direct negotiation with property owners and potential buyers.	Market rates in the specific area based on the needs of the agency's program and the long-term interest of the State.	Internal score card and customer survey.

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4. Real Estate Services Lease/Purchase/ Sell/Bond, continued	e) General Obligation and Lease Revenue Bonds			
		Sealed Bid method working with the State Treasurer, Governor's Office of Planning and Budget, State Attorney General's Office and the State's Financial Advisor.	Market rates on the bonds that are issued based on the State's credit rating and the specific projects that are funded by the bonds.	The interest rate of the bond issued compared to the current market rate.
	What are the costs associated with each service?			
	No service fees – Salaries/benefits paid for out of administrative budget			
5. Staff Support to Building Board/Governor's Office/Legislature	a) Capital Development Project Funding Process			
		DFCM assists all state agencies and institutions of higher education in developing their capital development project requests. DFCM assists agencies/institutions with cost estimating, site analysis and construction delivery methods.	DFCM's ability to answer any and all of the questions and requests for information from the Building Board, Governor's Office and Legislature. Satisfaction of agencies/institutions, that DFCM adequately assists them in developing their project requests and fairly (without bias) presents their requests to the Building Board, Governor and Legislature.	No official surveys or measures are taken for these performance standards: However, if DFCM was not able to provide the Building Board, Governor's Office and Legislature with the information and project data they need, complaints would quickly surface. Also, if agencies and institutions feel that DFCM is not adequately assisting them with the development of their project requests or if DFCM is biased against their project, complaints would surface.
		DFCM provides all project information to the Building Board/Governor's Office and Legislature. DFCM schedules annual site visits and hearings for the projects to be reviewed by the Building Board.	DFCM's ability to answer any and all of the questions and requests for information from the Building Board, Governor's Office and Legislature. Satisfaction of agencies/institutions, that DFCM adequately assists them in developing their project requests and fairly (without bias) presents their requests to the Building Board, Governor and Legislature.	Perhaps DFCM should institute an official survey of the Board, GOPB, the Capital Facilities Subcommittee, and agencies/institutions to measure DFCM performance in this area.

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5. Staff Support to Building Board/Governor's Office/Legislature, continued		DFCM routinely provides the Governor's Office and Legislature with essential construction information and project data during the Legislative session and throughout the year as well.	DFCM's ability to answer any and all of the questions and requests for information from the Building Board, Governor's Office and Legislature. Satisfaction of agencies/institutions, that DFCM adequately assists them in developing their project requests and fairly (without bias) presents their requests to the Building Board, Governor and Legislature.	
	b) Capital Improvement Project Funding Process			
		DFCM assists all state agencies and institutions of higher education in developing their capital improvement project requests. After the requests are submitted, DFCM reviews and analyzes each project and prioritizes them in order of need and importance.	The performance standard for this service is whether the most critical capital improvement projects are funded each year. In other words, whether the improvement dollars are being spent on the most critical needs in terms of repairing existing facilities. The satisfaction of the agencies/institutions that DFCM adequately assists them in developing their improvement requests and fairly (without bias) presents their requests to the Building Board.	Performance in this area is difficult to measure for a number of reasons first, performance could be a measure of whether the total amount of deferred maintenance is decreasing; however, this is also a function of the overall level of funding authorized by the Legislature. Note that the funding is below that recommended by National Studies to properly keep up with all needed repairs and improvements to existing facilities, hence the amount of deferred maintenance continues to increase. Nevertheless, because DFCM does not receive an overwhelming number of "emergency" repair requests each year, it appears that the most critical projects are being funded. From time to time, DFCM has surveyed the agencies/institutions pertaining to the improvement process and quality of DFCM's performance in this area. These surveys have been useful in identifying areas in which DFCM needed to improve their performance.
		DFCM recommends the top priorities to the Building Board for funding.	The performance standard for this service is whether the most critical capital improvement projects are funded each year. In other words, whether the improvement dollars are being spent on the most critical needs in terms of repairing existing facilities. The satisfaction of the agencies/institutions that DFCM adequately assists them in developing their improvement requests and fairly (without bias) presents their requests to the Building Board.	
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6. Building Official Code Review and Inspection Service	a) Review All Drawings for Code Compliance			
		Meet with consultants during design phase.	IBC (International Building Code), IPC (International Plumbing Code), IMC (International Mechanical Code), NEC (National Electrical Code), IEEE (Institute of Electrical and Electronics Engineers), ADA (American Disabilities Association), And DFCM Standards	10 day review time.
		General review comments for correction.		
		Coordinate the review process with the state fire Marshall and risk management.		
		Issue “approved for construction” drawings.		
	b) Coordinate the Field Inspection Process and Resolve Code Issues			
		Employ VBS (Value Based Selection) of inspection teams.	Compliance with all applicable codes.	All inspectors are licensed.
		Approve individual inspector’s qualifications.	A fabricated approved contractors list.	All inspectors are licensed.
		Review inspection reports for code violations and inspectors time in the field	Inspector compliance with the Utah the Uniform building standards act; 56-58 and Rules 56-156.	All inspectors are licensed.
	c) Issue a C/O (Certificate of Occupancy)			
		Perform a final inspection at the substantial completion	The IBC section 110 creates the standards for C/O procedures.	C/O issued on all new buildings
		Require and collect final inspection from the code inspections, special inspectors and the Fire Marshall	The IBC section 110 creates the standards for C/O procedures.	
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7. Statewide Energy Efficiency Services	a) Improving Energy Efficiency in State Buildings		
	Demonstrate leadership by promoting energy efficient products, high performance building design, use of renewable energy, and fostering emerging technology by dramatically increasing energy efficiency in all facets of State government.	Energy Efficient Products, a program that incorporates and standardizes energy efficient products and equipment in State buildings.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.
		Energy Design Standards, which set the minimum requirement for energy design of the building envelope, mechanical systems, lighting systems, service water heating, power, and other equipment.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.
		High Performance Building Rating System, a program that promotes energy efficiency, water conservation, indoor environment improvements, and sustainability through market transformation in new construction and major renovations.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.
		Utility Energy-Efficiency Contract, a demand side management services provided by Rocky Mountain Power and Questar Gas to improve the efficiency of electricity and natural gas in State buildings.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.
		Energy-Savings Performance Contract, a contract that provides performance of services for the design, acquisition, financing installation, testing, operation, and other services. Payment to the contractor is realized through a guaranteed stream of future energy cost savings.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.
			Increase energy efficiency in State-owned buildings by 20% by FY 2015 by reducing the Energy Utilization Index (kBtu/sf-yr) by 16.6% using FY 2006 as the base year. Measuring the Energy Utilization Index through energy use from the utility bills.

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7. Statewide Energy Efficiency Services, continued		Energy Efficiency Projects, which result in cost effective savings of commodities (electricity, gas, water, etc.) in State buildings. Funding of these projects will be obtained from Capital Improvement funds and other funding mechanism.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.	Increase energy efficiency in State-owned buildings by 20% by FY 2015 by reducing the Energy Utilization Index (kBtu/sf-yr) by 16.6% using FY 2006 as the base year. Measuring the Energy Utilization Index through energy use from the utility bills.
		Re-commissioning Program, a program to tune-up mechanical system and optimize efficiency in State buildings.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.	Increase energy efficiency in State-owned buildings by 20% by FY 2015 by reducing the Energy Utilization Index (kBtu/sf-yr) by 16.6% using FY 2006 as the base year. Measuring the Energy Utilization Index through energy use from the utility bills.
		Energy Efficiency in Capital Improvement Projects, a process where all capital improvements for existing state-owned buildings are explicitly reviewed for energy impacts.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.	Increase energy efficiency in State-owned buildings by 20% by FY 2015 by reducing the Energy Utilization Index (kBtu/sf-yr) by 16.6% using FY 2006 as the base year. Measuring the Energy Utilization Index through energy use from the utility bills.
		Energy Education, an education program to maximize energy efficiency through personal accountability.	Energy efficient product standards, energy design standards, high performance building rating system standards are in the current version of the DFCM Design Manual.	Increase energy efficiency in State-owned buildings by 20% by FY 2015 by reducing the Energy Utilization Index (kBtu/sf-yr) by 16.6% using FY 2006 as the base year. Measuring the Energy Utilization Index through energy use from the utility bills.
	What are the Costs associated?			
No service fees – Salaries/benefits paid through PVE funds				